



Date: October 31, 2014

To: Mayor and Members of the City Council

From: Patrick H. West, City Manager *[Signature]*

Subject: Code for America Project

In the summer of 2013, the City of Long Beach, under the leadership of Mayor Bob Foster, was selected as one of ten government agencies selected for Code for America's 2014 fellowship program, a year-long partnership where computer application designers (or coders) immerse themselves in civic operations to advance the use of technology and creating greater accessibility of information for employees and residents. Since Mayor Foster's departure, Mayor Garcia has provided leadership for the project, working with City staff and Code for America.

The three-member Code for America team (Team) began their fellowship in October 2013. After a short period of time, it was determined that team's efforts would be appropriately directed to help reduce utilization of emergency resources and improve health outcomes. From their research, the Team learned that, as in a number of other cities, a small percentage of the population in Long Beach disproportionately uses emergency services. In fact, in 2013, 52 percent of emergency medical calls came from only 10 percent of addresses. These households have been termed "super-utilizers," to which emergency medical services staff may respond multiple times in a very short time span, sometimes multiple times per day. Needless to say, these households require an inordinate amount of resources, limiting the ability of emergency medical services staff to respond to other calls for service.

To reduce high frequency or "super-utilization" of emergency medical services, the Team, working with City staff, set about to build an application (app) to identify specific addresses or areas where there is a high concentration of calls to first responders. AddressIQ, as the app is named, helps to identify the reasons for those responses, and to present this information in the form of a "dashboard," which can be used by staff, across departments, to formulate multi-disciplinary, proactive approaches for reducing the calls for service. A sample of an address summary page is attached. Among other things, these solutions may involve education, health inspections, code enforcement, outreach to social service agencies, and the identification of non-City medical response alternatives. The goal of the app is to reduce the volume of public safety responses, while at the same time increasing positive health outcomes. It will also be used by other City staff as an easy to use tool to determine calls for service at locations, and work with other departments to identify solutions to potential problems. A flowchart of the process is attached.

October 31, 2014

Page 2

The Team will conclude their fellowship in the next two weeks, at which time the project will transition to City staff. The app is expected to go live very shortly. We give our thanks to the Code for America Team, to Mayor Garcia for guiding the effort over the past few months, Mayor Foster and his staff for their efforts in starting the project, and to Molina Healthcare for their participation in the project.

Idf you have any questions, please contact Tom Modica, Deputy City Manager at 562-570-5091.

ATTACHMENT

PHW:TM:GH

Cc: Jyl Marden, Interim Assistant City Manager
Reginald Harrison, Deputy City Manager
Tom Modica, Deputy City Manager
Mike DuRee, Fire Chief
Jim McDonnell, Chief of Police
Kelly Colopy, Director of Health and Human Services
Chris Wilding, Interim Director of Technology and Innovation
Amy Bodek, Director of Development Services

App **synthesizes and analyzes data** from:

 Fire Department

 Police Department

 Business Licenses

1
Identify
properties
where there
are problems

2
Make an
action plan

3
Take
action (on
address)

Actions

How the app helps



Coordinator reviews
list of highest-utilizing
properties

App presents **relevant**
list of high-utilizing
properties



Coordinator assigns
priority properties to
address team

App **notifies** strike
team that they've
been assigned



Address team
reviews property
data

App **presents**
information about
property and call history



Address team
makes an action plan

App allows strike team to
communicate about
progress on action plan



Address team
takes action

App sends relevant
notifications to coordinator
and strike team



Calls about that
property decrease
over time

App **tracks** calls over time
and notifies users about
property activity

1234 Main St.

Not Active ☒ Active

[View Map](#)

No business is registered at this address.

	Last 30 days	Last 90 days	Last 365 days
Fire Calls	7	103	154
Police Calls	3	9	25

Date Range:
[Fire](#) [Police](#)

Top 5 Call Types

1. Assist - 9 calls
2. Unwelcome Guest - 3 calls
3. Investigation - 2 calls
4. Found Property - 2 calls

Take Action

Marco Lopez Amy, do you know what is going on at this location?

Sep 9 2014

Marco Lopez activated this address.

Sep 9 2014

Marco Lopez If they are heat stroke related calls, we can have our health team set up a heat advisory and cooling tips for the community.

Sep 9 2014

[Add Comment](#)